



Meriden Department of Health and Human Services

Working for Our Community



**Meriden Department of
Health and Human Services**

Annual Report 2017/18



Dear Meriden Community,

You may notice that this year's annual report is laid out a little differently from prior years. This year's report is focused on activities conducted throughout the year as related to the 10 Essential Public Health Services (see page 3 for the full list). The 10 Essential Public Health Services describe the public health activities that all communities should undertake.



This annual report is not all-inclusive of the work we do for our community. For a complete list of roles and responsibilities of each office, please visit our website at www.meridenhealth.com. Or, please feel free to call or email our staff; a contact list is located on page 20 of this report.

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Message from the Director



Public Health
Prevent. Promote. Protect.

Dear Meriden Community,

I am pleased to present to you our 2017—2018 Meriden Department of Health and Human Services Annual Report.

This report provides a summary of the many ways in which our Department touches the lives of Meriden residents each and every day to achieve healthy people in healthy communities. We strive to maintain high-quality services as we navigate a rapidly changing public health landscape and health care system.

Whether protecting the health of our residents through immunizations and disease investigation or reducing the incidence of foodborne illness through our inspection and licensing of food service establishments, we actively identify and respond to a wide variety of public health problems and issues. These efforts would not be possible without the talent and dedication of our professional staff.

I would like to thank our staff, the City Manager, City Council and Mayor, our community partners and the residents of Meriden for continuing to provide us with the support and collaboration we need to do the work that we do each and every day.

In good health,

Lea Crown

Lea Crown, MPH
Director of Health and Human Services

Ten Essential Public Health Services

1. Monitor health status and understand health issues facing the community.
2. Protect people from health problems and health hazards.
3. Give people information they need to make healthy choices.
4. Engage the community to identify and solve health problems.
5. Develop public health policies and plans.
6. Enforce public health laws and regulations.
7. Help people receive health services.
8. Maintain a competent public health workforce.
9. Evaluate and improve programs and interventions.
10. Contribute to and apply the evidence base of public health.

1. Community Assessment

Conduct and disseminate assessments focused on population health status and public health issues facing the community.

Our programs and services reflect the current needs of the community. One way we determine which programs to provide is to conduct and/or participate in community assessments in Meriden. Our most recent resources include local assessments conducted by MidState Medical Center, DataHaven, the United Way and the Meriden Healthy Youth Coalition.



We also utilize state and federal statistics, including those from the Connecticut Department of Public Health, Connecticut Open Data, the Center for Disease Control and Prevention, the Trust for America's Health and the U.S. Census. Often, we benchmark our data to Healthy People 2020 and other towns and cities comparable to Meriden.

Meriden Demographics

Population (2016 American Community Survey)	60,203
% White	81.7%
% Black or African American	9.5%
% American Indian and Alaska Native	0.2%
% Asian	1.6%
% Hispanic	25.2%
Female / Male	52.2% / 47.8%
Age 65 or Over	16.1%
Age 19 and Younger	20.5%
High School Graduation Rate	84.4%
Person without health insurance	9%
With a disability and under 65	9.5%
Median Household Income	\$55,547
Percent in Poverty	12.5%

Sources: 2012-2016 American Community Survey (US Census), EdSight, Meriden Board of Education, 2015 Data Haven Community Well-Being Survey

2. Investigate Health Problems

Investigate health problems and environmental public health hazards to protect the community.

Communicable Disease and Prevention

The following is a sample of communicable diseases and conditions that have been reported to our health department in the last few years. These cases and more are required to be reported to us per Connecticut General Statute 19a-215.

Confirmed Cases	2016-17	2017-18
Lyme/Tickborne Illness	20	25
Foodborne Illness	41	74
Sexually Transmitted Diseases	658	700
Group A/B Streptococcus	38	50
MRSA/Staph	30	56
Hepatitis (B and C)	401	277
Influenza	289	351
Long Term Care Out-	9	9

Lead Testing

In Meriden, children with a lead level of 5mg/dL or more are provided with follow-up and consultation by our Environmental Health staff. Follow-up may include phone calls, home visits, consultation with the primary health care provider and a home lead risk assessment. The ultimate goal is to reduce environmental lead exposure and lead poisoning.

In 2017-18 our office:

- Conducted 304 lead screenings, of which only 2 were over 10mg/dL.
- Reviewed 165 lead lab reports, of which the majority (118) were between 5 and 19mg/dL

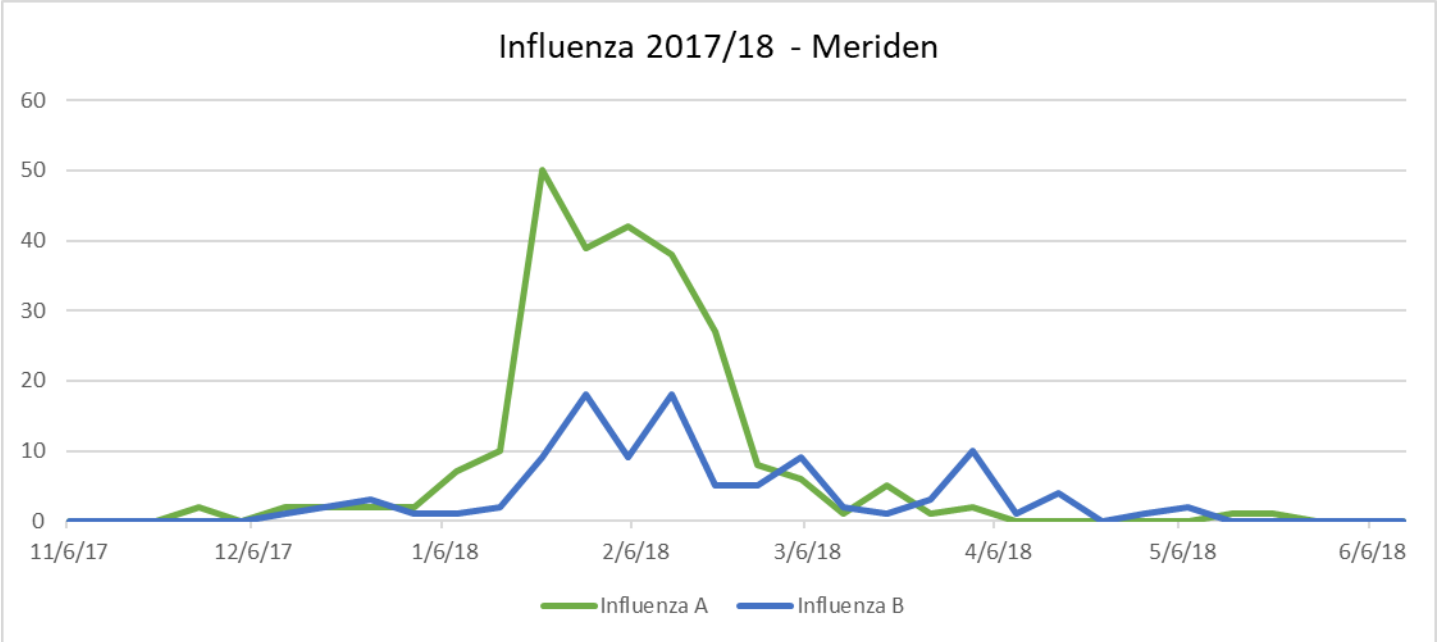


Our Clinic office provides adult and child vaccinations, including the seasonal flu shot. Our office conducted 10 flu shot clinics during the 2017-18 season, in addition to offering the vaccine Monday through Friday at 165 Miller Street. All vaccines are given by Registered Nurses.

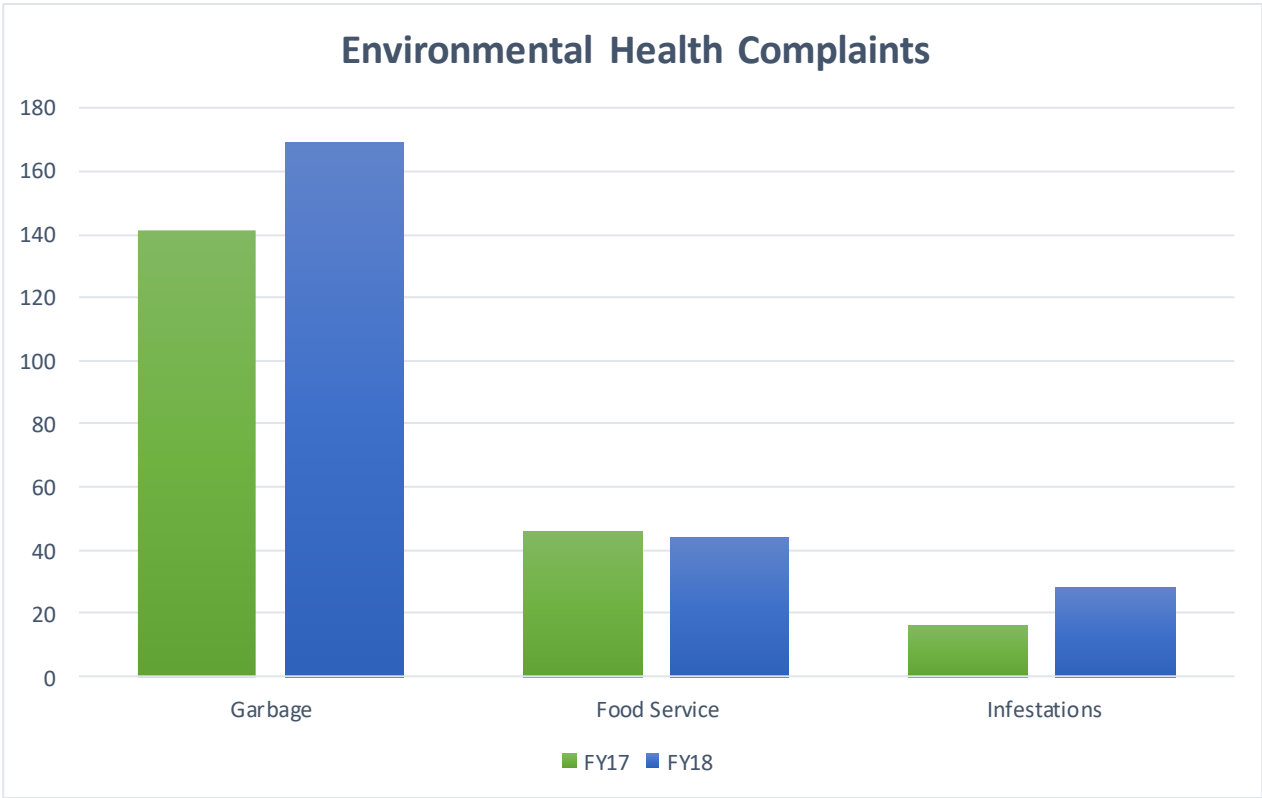
Vaccines Given

Year	Number of Adult Vaccines Given	Number of Child Vaccines Given
2015-16	745	1478
2016-17	736	1427
2017-18	865	1629

Our first confirmed case of influenza (the flu) for the 2017/18 season was received the week of November 6, 2017. The season in Meriden peaked the week of January 22, 2018; we received 59 positive lab reports that week (50 for Influenza A, 9 for Influenza B). Our last lab report was received the week of May 21, 2018. Our total confirmed case count for this season was 351; this was an increase over the previous season (287 confirmed). We also saw cases much earlier this season (November 6, 2017) than last, when we received our first positive report January 16, 2017.



Below is a summary of the most common environmental health complaints received by our office. The most common is for garbage and bulky waste. Other complaints include odor and lead based paint issues.



3. Inform and Educate

Inform and educate about public health issues and functions.

Health Education, Promotion and Training

Staff provides education to a variety of community members and stakeholders through various methods such as social media, press releases, articles in community newsletters, attending community events and face-to-face presentations. Below are just some of the topics that have been covered over the past fiscal year:

- Flu Prevention
- Tobacco Cessation
- Injury Prevention
- FDA Food Code Changes
- Preparing for an Emergency
- Hoarding
- Opioid Use Disorder
- Immunizations
- Rabies, West Nile, and Lyme Disease Prevention
- Food Recalls
- Food Safety
- Heat and Cold Related Illness

Childhood Injury Prevention Program

Our office has been offering a childhood injury prevention program since October 2015, focusing on motor vehicle safety/child seat safety. Since inception this program has:

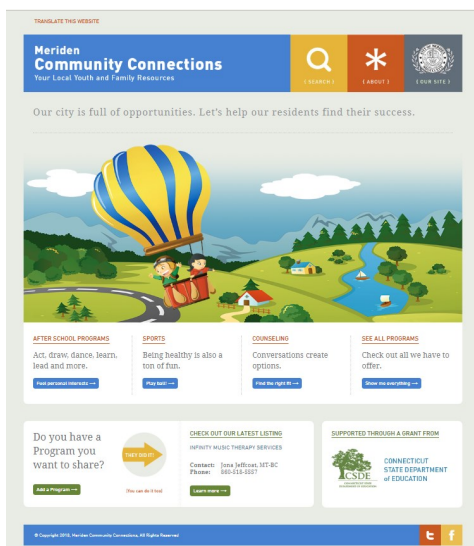
- Provided 247 parent/caregivers with in-house trainings in collaboration with Connecticut Children's Medical Center
- Installed 294 car seats at no cost at our Department
- Certified 16 city staff from Health, Fire, Police, and Hunter's Ambulance as National Car Seat Technicians.
- Hosted a well-attended children's health and safety fair in April 2018 at Hubbard Park

This program is funded by the Preventive Health and Human Services Block Grant through September 2019.

Buckle Up Meriden!
Every trip, every time!



**Meriden Department of
Health and Human Services**
www.meridenhealth.com



New Resource Website—Meriden Community Connections

In an effort to “go green”, and create a one-stop shop for resources for Meriden youth, families, and seniors, our Department created Meriden Community Connections. This new website, funded through a State Department of Education grant, eliminates paper-based resource guides and allows agencies that provide services in our community the opportunity to upload information regarding programming. The website is mobile-friendly and searchable by a variety of different categories. While the website is currently “live”, right now staff is promoting the website to community agencies encouraging them to sign up. A full public campaign promoting the website will start in October 2018. Please visit the website at www.meridencommunityconnection.org.

Influenza Report

This year was the first year our Department put together a formal report on influenza in Meriden over the past season. The report was completed after we went 3 weeks without a positive case reported to our office. The report covers trend data, number of vaccine and clinics provided, and community education activities conducted. Please view the full report on our website.



Food Code—Community Update and Certified Food Protection Manager Classes

In September 2017 our Environmental Health staff hosted an education session for our food service establishments on FDA Food Code updates and what to expect during inspections once the Code is adopted. Over 30 establishments attended. Two staff have been trained as proctors for the Prometric Certified Food Protection Manager course; in FY18 we held 4 classes (1 in Spanish). We continue to offer these classes to our community to help with compliance of the new code; anticipated to be adopted statewide January 1, 2019.

Quarterly Reports to City Leadership

Every quarter, the Director of Health and Human Services submits a report on Department activities to the City Manager, Mayor, and City Council. These reports are intended to inform and educate leadership on service numbers of each program, as well as success and challenges seen over the past quarter and foreseen in the future. In addition, the Director does a formal report presentation quarterly to the Human Services Committee of City Council; the public is welcome to attend this meeting.

WIC Nutrition Month Activities

During the month of March 2018 WIC staff held 3 Nutrition Month activities for clients:



- Twenty (20) clients participated in a one-pot meal cooking demonstration.
- Seven (7) children planted seeds with staff to grow vegetables; many more took seeds home to plant.
- Games of catch to promote physical activity; approximately 15 beach balls were given away during the activity to continue play at home.

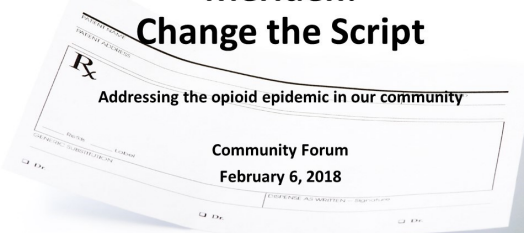
Opioid Prevention Education, First Responder Resources, Website and Forum:

In September 2017 our office organized a first meeting of city departments, city officials, and community stakeholders to address the opioid epidemic. This meeting turned into a workgroup co-chaired by our Department and the Meriden Healthy Youth Coalition. One of the first activities was to create a resource list for first responders of pharmacies that prescribe Narcan, support and help groups, and other Meriden resources. These were provided in English and Spanish to Meriden Police and Fire Departments and Hunters Ambulance.

An opioid and substance abuse prevention resource webpage was created on our Department website. Information includes Meriden specific resources, state-wide resources, Connecticut and national data, and educational materials. The website is updated regularly as new resources become available.

On February 6, 2018 the Director of Health and Human Services participated in a community forum on addressing the opioid epidemic in our community. Speakers discussed prevention measures, how to dispose of medication safely, gave an overview of the epidemic at the local, state, and national level, and provided information on treatment and recovery programs.

Meriden: Change the Script



4. Community Engagement

Engage with the community to identify and address health problems.

The Meriden Department of Health and Human Services partners with numerous agencies, departments and individuals throughout Meriden to address health problems, provide prevention activities, and promote well being.

School Readiness

Each year in April the National Association for the Education of Young Children (NAEYC) designates one week—known as Week of the Young Child—to celebrate and recognize the importance of high quality early education programs. In 2018 distinguished Meriden community members volunteered their time to go to School Readiness programs and read a story to the preschoolers.



This past year the School Readiness programs participated in an Extreme Classroom Makeover project. Twelve preschool classrooms in 5 programs were involved in the project over 3 phases with our School Readiness Consultant:

- Phase 1—ROSIE (Rating Observation Scale for Inspiring Environments) was used to establish a baseline score on the level to which the classroom is a place that is inviting for young children.
- Phase 2—The rearranging of the space to create a more inviting and inspiring atmosphere.
- Phase 3—ROSIE was used again to document the changes and improvements.

Youth Services—Mini Grant Project

What positive impact can \$250 make in our community, and how can youth benefit from being in a leadership position? Through our Youth Service Bureau grant we funded mini-grants to provide youth with just this opportunity.

Projects had to be youth-developed and youth-led, under the guidance of an adult advisor at a recognized organization that serves Meriden. We received 14 applications and, after some difficult decisions, were able to fund 9 at the full \$250 ask (\$2,250 total). Youth then presented their final projects highlighting their efforts from choosing their project, shopping for materials and supplies, working on each component of their projects, to finally their completed project and lessons learned.

A full report, including a full description of funded projects, can be found on our website.



Meriden Children First Partnership

Our Department partnered with Meriden Children First to expand the Summer Discovery Program to an additional 50 Meriden elementary school children. The goal of this program was to provide a high-quality, fun literacy and summer experience. This program has demonstrated that students served do not experience summer learning loss compared to students who do not have this experience. In a recent study, every student served in the Summer Discovery Program experienced reading growth during the summer. In essence, the students continue to gain in terms of their reading aptitude compared to a similar group of children from the same demographic area. This program aligns with the Youth Services office goal of providing asset-based positive youth development programming to our residents.



Community Action Team

In February 2017, the Associate Director of Health and Environmental Health Administrator started meeting with Meriden Police, Fire, and Housing Departments, Hunters Ambulance, and Rushford to address the needs of residents using the emergency room as primary care and other issues, including hoarding-like conditions.

Referrals to our staff come from City departments and neighbors; some are self-referred. To improve communication, staff worked with MidState Medical Center to develop a referral form for when city staff send residents to their facility for care.

In-service education has been given to Meriden postal workers, home care agencies, Department of Children and Families, local physician offices, Midstate nursing and social work staff, and other community stakeholder groups.

Since February 2017 our Department has accepted 62 cases. Of these, 42 have been successfully closed and 18 are a work in progress. In addition, staff have completed an additional 93 inspections/visits on the open cases. This project is an excellent example of how community partners and city departments work together to help our residents.



Device Free Dinner

In December 2017 we were awarded a \$500 mini-grant from the South Central Connecticut Substance Abuse Council for a creative substance abuse prevention activity. Our project, working in partnership with the Meriden Family Resource Center, was to hold a “device free” dinner for Center families. Regular family dinners have been shown to have a positive impact on youth and family health and well-being. The event was held March 15, 2018 at John Barry Elementary School. 12 families (46 total participants) attended. Conversation cards were distributed to families to encourage discussion and a chance to “unplug”. Feedback from the event was positive and we hope to offer additional dinners in the future.



Thank you to Masonicare who donated bottled water and fans to us to distribute to residents on our Community Action Team case load.

Meriden Farmers Market

The Meriden Farmers Market has moved to its permanent location on the Meriden Green. Held every Saturday in July through October, the Meriden Farmers Market provides the opportunity to purchase fresh, Connecticut grown fruits and vegetables.



In March 2018 our Department held a brainstorming session with Market Board members and community stakeholders on “MOPS” - marketing, outreach, promotion, and social media. Questions were asked regarding current activities, what the market would like to do and what resources those items would take, and current/future partnerships. Outcomes of the discussion will guide future Market activities.

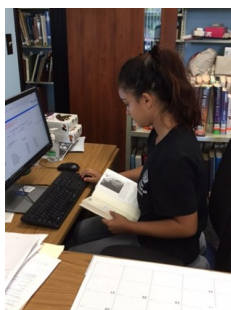
In the summer of 2017 the Senior Center distributed 1,200 booklets at \$18 each (\$21,600). The Women, Infants, and Children (WIC) office gave out 1,836 booklets at \$15 each (\$27,540).

We are proud to sit on the Board and promote the Market to our community. For more information on the Meriden Farmers' Market, please visit their webpage on the City of Meriden website.

Summer Youth Employment

Summer 2017 saw extensive challenges in program budgeting due to the state not passing a budget by July 1, 2017.

Unfortunately the Workforce Alliance Inc., a major funder of the program, was unable to fund summer youth employment programs in 2017. Fortunately, we applied for local foundation funds; we were awarded a total of \$30,000. This allowed us to place 20 youth for either a 6 or 5 week work experience. A full report of the 2017 youth employment season can be found on our website.



In 2018 the program shifted over to the Meriden YMCA. Our office worked closely with YMCA staff to ensure a smooth transition.

Juvenile Assistance and Diversion (JAD)

Funding from the Connecticut Youth Services Association allowed us to partner with Child Guidance Clinic to offer youth in our JAD Program group and individual counseling, education, and support groups. We had 100% positive feedback from youth and families regarding the groups. Additionally, many youth have continued with services at Child Guidance Clinic after their Juvenile Review Board requirements were met, engaging them in much needed services. Through this grant we were also able to offer youth positive youth development activities to help keep them out of the juvenile justice system.

Our JAD program had 84 participants this past fiscal year, down from 94 the prior year (2016-2017).

Senior Center

The Meriden Senior Center prides itself on the connections and relationships that have been built with many local agencies and programs that connect seniors with community members of all ages. Over the last year:

- Youth from the Connecticut Junior Republic came to the Center for art programs with our seniors.
 - The Center collaborated with the Board of Education to hold "Web Wednesdays", where students at Platt and Maloney high schools taught seniors various computer skills.
 - Staff hosted a free health screening day led by Southern Connecticut State University nursing students.
 - Wilcox Technical High School crafted, delivered, and installed six large flower boxes for the front entrance to the Senior Center.
 - Local youth from Success Academy coordinated several game days with seniors and planted new flowers in our flower boxes.
 - Staff hosted collaborative craft projects with youth from A.R.C.
 - Members competed in annual Spelling Bee event with students from Washington and Lincoln Middle Schools.
 - Home Instead Senior Care sponsored a spring wreath craft with our members in May.
 - Assurance Wireless began offering their services at the Center once every month for members.
1. Our Social Services Worker continues to host two successful events every year: The "Tis the Season for a Senior" is a holiday gift giving event where gift donations are collected from the community and distributed to members
 2. The Meriden Senior Coat Drive collects coats and warm clothes to be given to seniors.

These events engage the local community by bringing together the Meriden Police Department, Senior Center and City employees, the College and Career Readiness Center, St. John Lutheran Church and countless others who donate and contribute in making these events a success.



5. Develop Policies and Plans

Develop public health policies and plans.

Public Health Emergency Preparedness

Our office receives funding from the Connecticut Department of Public Health to support public health emergency preparedness planning, training, exercising, response, and recovery.

A major highlight for the past fiscal year was the completion of a Center for Disease Control and Prevention Medical Countermeasures Operational Readiness Review (MCM ORR). Our evaluation confirmed that we have an established public health emergency preparedness program.



In addition the following preparedness initiatives were also completed over the past fiscal year:

- **Planning:** Plans for open point-of-dispensing (POD) operations are in the process of being revised due to the high school renovations. Continuity of Operations (COOP), Risk Communication, Worker Health and Safety, and a Multi-Year Training and Exercise plan have been updated. A Hazard Vulnerability Assessment was completed with the Emergency Management Co-Directors in January 2018.
- **Training:** Staff participated in local distribution site facility set up drills at other local health departments, and completed Incident Command and Public Information Officer training. Staff also had vulnerable populations training at a Region 2 Healthcare Coalition meeting. Staff have been fit-tested for N-95 masks.
- **Exercising:** Staff completed a facility set up drill at Maloney High School. The Director participated in the 2018 Governor's EPPI drill, which focused on preparation, response, and recover in the event of a severe weather event. The Director also coordinated and facilitated an open point-of dispensing drill with Franciscan Home Care at their facility in November 2017. Quarterly call-downs are done to test our emergency communications system with staff and community partners.
- **Community Education:** Emergency preparedness messages are posted regularly to our Facebook page.

Breastfeeding Friendly Worksite

As a public health agency we agree that for nearly all infants, breastfeeding is the best source of infant nutrition and immunologic protection, and provides remarkable health benefits to mothers as well. We developed a Lactation Accommodation Statement in October 2017, then applied and was awarded recognition of being a Breastfeeding-Friendly Worksite from the Connecticut Breastfeeding Coalition. We are proud to have a breastfeeding friendly environment and offer a clean, comfortable, private room for mothers to breastfeed their infants in our building.



6. Public Health Laws

Enforce public health laws.

Licensing and Inspections

Our Environmental Health staff play an important role in preventing foodborne illness and ensuring a safe and healthy environment. Our Registered Sanitarians are responsible for licensing and inspecting food service establishments (including temporary vendors such as food trucks), public swimming pools, and barbershops/hair salons/nail salons. They also respond to public complaints and elevated child lead cases. Both local and state public health codes lay the foundation and guidance for much of the work.

Activity	2015-16	2016-17	2017-18
Food Service Establishment Inspections	1,220	1,265	1,177
Barbershop/Hair/Nail Salon Inspections	65	70	40
Nuisance Complaints and Proactive Sweeps	951	886	917
Childhood Lead Inspections	381	358	492
Lab Samples Submitted	689	801	693
Public Swimming Pool Inspections	37	41	24

Creating Tobacco-Free Environments—Municipal Ordinance

On July 17, 2017, City Council passed an ordinance prohibiting smoking and the use of tobacco products within 25 feet of doors, windows and air intakes around city municipal buildings such as City Hall, the Meriden Senior Center, and the Library. Hunter Memorial Golf Course is excluded from this ordinance.

The ordinance is intended to:

- Protect the health and well being of all Meriden city employees, residents and other visitors to our public buildings and properties by eliminating involuntary exposure to second hand smoke.
- Reduce the amount of tobacco related litter dropped at building entrances and sidewalks surrounding municipal buildings.
- Eliminate the risk of fires that may start from a discarded cigarette.
- Discourage youth from smoking by setting social norms that lessens youth exposure to harmful and unhealthy behaviors.



Immunization Compliance Rates:

We are proud to report that our all Meriden schools are at 100% vaccine compliance! School vaccines—DTaP, Polio, MMR, Hepatitis A and B, Varicella, HiB, Pneumococcal— are required in a series per Connecticut Public Health Code Sec. 10-204a.

There were several new laws that went into effect July 1, 2017 and October 1, 2017 that can impact the public health of our community. Our office reviews raised bills regularly and has provided testimony through our professional organizations, such as the Connecticut Association of Directors of Health.

PA 17-131: AN ACT PREVENTING PRESCRIPTION OPIOID DIVERSION AND ABUSE. This act makes various changes to prevent and treat opioid drug abuse.

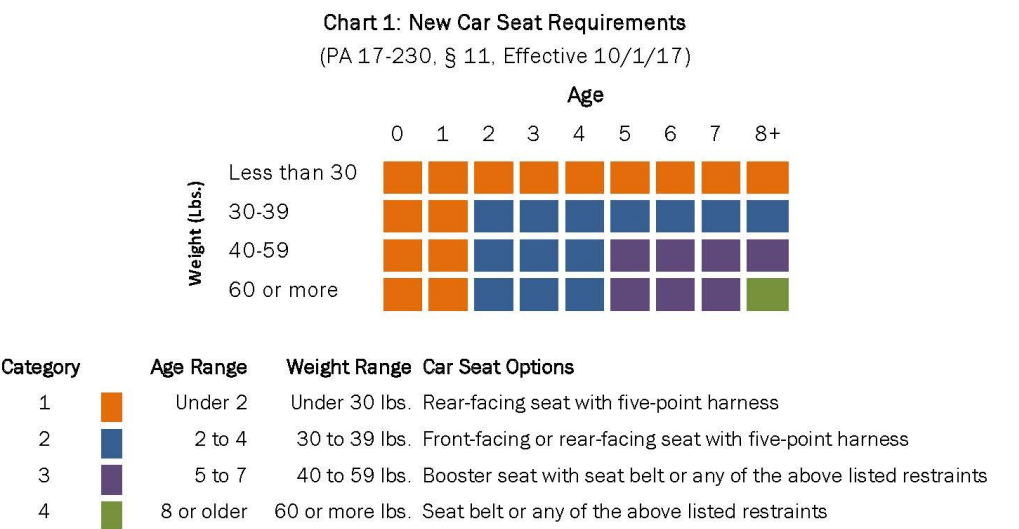
PA 17-6: AN ACT CONCERNING THE DEPARTMENT OF PUBLIC HEALTH'S RECOMMENDATIONS REGARDING REVISIONS TO THE STATUTES CONCERNING THE HUMAN IMMUNODEFICIENCY VIRUS. This act makes various changes to HIV-related laws.

PA 17-74: AN ACT CONCERNING COMMUNITY HEALTH WORKERS. This act establishes a statutory definition for a “community health worker” and, based on that definition, requires the director of the State Innovation Model Initiative Program Management Office to study the feasibility of creating a community health worker certification program. Under the act, a “community health worker” is a public health outreach professional with an in-depth understanding of a community's experience, language, culture, and socioeconomic needs.

PA 17-93: AN ACT CONCERNING THE DEPARTMENT OF PUBLIC HEALTH'S RECOMMENDATION REGARDING ADOPTION OF A MODEL FOOD CODE. This act requires the Department of Public Health, by July 1, 2018, to adopt and administer the federal Food and Drug Administration's (FDA) Food Code, and any published supplements, as the state's food code for regulating food establishments. *Note: adoption is now anticipated to be January 1, 2019.*

PA 17-152: AN ACT CONCERNING HAIRDRESSERS AND COSMETICIANS. This act creates an apprenticeship path to obtaining a hairdresser and cosmetician license. Under the act, a person may be licensed if he or she has (1) completed eighth grade, (2) completed a Labor Department-approved apprenticeship in accordance with the state's apprenticeship law, and (3) passed a written exam approved by the Department of Public Health .

PA 17-230 §11: A new car seat law increases the age and weight thresholds for car seats and generally requires that car seats be equipped with five-point harnesses. The chart to the right shows the new age and weight requirements and the type of car seat that should be used.



7. Access to Health Care

Promote strategies to improve access to health care services.

Meriden Women, Infants, and Children (WIC) Program

Meriden WIC currently serves approximately 3,034 people in the Meriden/Middletown area. WIC works in collaboration with other local agencies to promote the health messages associated with WIC. Program enrollment numbers have been declining nationally; outreach was a focus in the last fiscal year and continues to be a priority. Meriden WIC exceeds the state standards for initiation of breastfeeding; in our area the rate was 82.7% compared to the state standard of 70% initiation.

Participants	2015-16	2016-17	2017-18
Meriden	1,954	2,121	1,805
Wallingford	278	295	170
Middletown, East Hampton, Clinton	1,366	1,345	1,059
Total Participants	3,596	3,761	3,034
Farm Market booklets distributed @ \$15 each	1,873	2,202	1,836

Screenings at the Senior Center

Our Senior Center increased access to healthcare by offering the following screenings over the last fiscal year:

- 2 days of hearing screenings
- 9 days of blood pressure screenings

Senior Mini-Bus Transportation

Through the Meriden Senior Center, mini-bus rides for in-town medical appointments are available for Meriden residents age 55 and over and for people with disabilities under age 55. This service is provided at no cost, and is a vital service to increase access to health care services for our seniors.

Give Kids a Smile Day

Each year in February, we open our building on a Saturday for Give Kids a Smile Day. The Community Health Center Dental Clinic, located on the 2nd floor of our building, provides free oral health services to its youngest patients without dental insurance. All children will receive cleanings, exams, restorative care, fluoride treatments, sealants, fillings, and dental education. Dental care is often overlooked as an important aspect of primary care. Dental health issues are linked to greater health indicators and problems, and it is especially important to have consistent and quality dental routines in children.

2016/17	2017/18
2,680	2,974



Social Work Services

Our Social Services Worker provides:

- Referrals to community social service agencies for food assistance, energy and fuel assistance, protective services for the elderly, legal aide, and other support needs.
- Help with filing out health insurance applications and finding physicians that accept certain health insurance plans.
- Medicare enrollment, counseling, and Medicare Savings Program applications.
- Assistance with housing applications.

Clients Served	2015/16	2016/17	2017/18
	1,037	1,258	1,300

Tuberculosis Screenings

Clinic nurses conducted 225 tuberculosis screenings this fiscal year. This is a 66% increase from the prior fiscal year (149 screenings). The tuberculosis screening is known as the mantoux tuberculin skin test (TST), also referred to as a PPD test (purified protein derivative).

Clinic Services

In 2017-18 Clinic Services:

- Added Meningococcal B (trumenba) to our vaccine inventory.
- Updated all forms and requirements for school registration, had them translated into Spanish, and uploaded them on the City of Meriden website for easy access.
- Husky, Cigna, Medicare, and Medicaid insurances are now accepted for vaccines.
- Collaborated with MedExpress and the school based health centers to make school entry physicals more accessible for those displaced from Puerto Rico to Meriden due to Hurricane Maria.



School Health Statistics

Service (both public and non-public schools)	2015/16	2016/17	2017/18
Sick care visits (students)	57,086	60,885	52,741
Sick care visits (staff)	1,181	1,432	1,232
Psycho-social visits	3,020	1,704	1,673
Specialized procedures (such as G-tube feedings, tracheotomy care)	8,704	8,943	8,417
Screenings (such as vision/hearing/scoliosis)	13,702	14,341	10,972
Medications administered	25,340	25,622	26,816

Support Services to Non Public Schools

Support Services to Non-Public Schools provides part-time services to students at 4 non-public schools in Meriden: Our Lady of Mount Carmel, Carver Academy, MidState Christian Academy, and Connecticut Christian Academy. Staff include a Speech/language Pathologist, School Psychologist, and Social Worker.

Between September 2017 and June 2018 staff:

- Serviced 40% of students in the non-public schools in Meriden.
- Screened all kindergarten, Grade 1 and Grade 2 students for speech issues.
- Collaborated with Meriden/Wallingford Chrysalis and other community agencies to assist family in domestic violence crisis.
- Assisted at-risk families with housing needs to secure stable housing.
- Facilitated and distributed food and clothing for students in need during the holiday season.

Service	2015/16	2016/17	2017/18
Speech/Language screenings conducted	337	241	229
Social Work students serviced	46	45	33
School Psychologist students screened/evaluated	33	54	81

Hurricane Maria Response

In September 2017 Hurricane Maria hit Puerto Rico and the US Virgin Islands.

Our Department saw:

- 244 students in our Clinic. Many needed immunizations and linkages to locations for school-required physicals, which we were able to provide. We utilized the Puerto Rico Immunization Registry to obtain records if a family did not have them. We also provided registration information for FEMA and referrals to other community resources.
- 16 families came to our Social Services Worker for help with healthcare, housing, and basic needs.
- 35 families came to WIC to have their records transferred over to Connecticut. WIC was also able to refer families to needed services.

We thank our community partners and the CT Department of Public Health, Office of Public Health Emergency Response, for aiding in the response.

Flu Shot Clinics

This season we offered Fluzone HD (for those age 65 and older) quadrivalent, Fluzone quadrivalent (0.5mg for 36 months and older), Fluzone quadrivalent (0.25mg for those 6 to 35 months), Flublok (for those 19 and older), and FluLaval (0.5mg for those 6 months and older).

Our office conducted 10 flu shot clinics during the 2017-18 season, in addition to offering the vaccine 165 Miller Street. Clinics were held at/for:

- Board of Education for employees
- City Hall for employees
- Meriden Water/Sewer Department
- Meriden Police Department
- Meriden Public Library
- Meriden Senior Center
- Maloney and Platt High Schools
- Lincoln and Washington Middle Schools



In addition, our public health nurses in the elementary schools provided clinic days for staff in their school. We coordinated flu shot clinics with the Meriden Fire Department to ensure everyone received their vaccine. Many local businesses and non-profit organizations sent their staff to us for their flu shots, including Fiderio and Sons, Kuhn Employment Opportunities and Shelter NOW.

8. Maintain a Competent Workforce

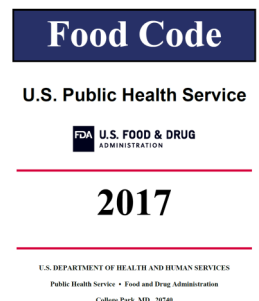
Maintain a competent public health workforce.

Staff Trainings

Our Department recognizes that regular staff training is needed to stay current in best practices related to public health and human services. Continuing education is also needed to maintain certifications required to carry out activities, such as nutrition counseling and lead testing. Over the past year, staff have participated in trainings on (not an inclusive list):

- CPR and First Aid
- Bloodborne Pathogens
- Hoarding and Housing
- Public Health Accreditation
- Working with Senior Populations
- Mental Health First Aid
- Influenza and Vaccinations
- Conducting Hearing Screenings
- Trauma Informed Practices
- Social Determinants of Health
- Health Equity
- Cultural and Linguistically Appropriate Services (CLAS Standards)

Environmental Health staff have been working on completing the 36 online courses required to become Food and Drug Administration (FDA) certified to conduct food inspections. Each certified food inspector was also required to take a one-day training given by the Connecticut Department of Public Health (CT DPH). In addition, the Environmental Health Administrator attended a two-day seminar on special processes in a food establishment. Each local health department/district will be required to review special processes that do not require approval from CT DPH.



New Employee Orientation

Prior to December 2017, there was never a formal employee orientation process to the entire Department of Health and Human Services. New employees were only orientated to their specific job and program. Leadership determined it would be beneficial if a new employee had a well-rounded introduction to working in a public health department, and to the City if they are not originally from Meriden.

The proposed aim statement for this project was: *The Meriden Department of Health and Human Services will create an orientation program that is consistent and fully prepares the new employee for work within 6 weeks of hire date, as evidenced by a completed orientation checklist and positive response to onboarding interview.*

A workgroup was formed to coordinate this program. Employees hired in the last 3 years were surveyed on their orientation; data from this survey helped fill in the gaps of topics that needed to be covered. A new employee orientation binder was created that includes all pertinent Human Resources and Department-specific forms. Each supervisor now creates a detailed orientation guide that includes job-specific training as well as Department-wide topics to be covered. This process will be evaluated annually.

9. Evaluation and Quality Improvement

Evaluate and continuously improve health department processes, programs, and interventions.

Our Department actively uses performance data to improve the health of Meriden residents through the use of performance measures and standards, to establish performance targets and goals, to prioritize and allocate resources, to make needed changes in policy or program directions to meet goals, and to improve the quality of public health practice. Performance management drives our quality improvement processes.

Evaluation

We use several types of evaluation:

- Formative evaluation ensures that a program or activity is feasible, appropriate, and acceptable before it is fully implemented.
- Process/implementation evaluation determines whether program activities have been implemented as intended.
- Outcome/effectiveness evaluation measures program effects in the target population by assessing the progress in the outcomes or outcome objectives that the program is to achieve.
- Impact evaluation assesses program effectiveness in achieving its ultimate goals.

We have an advantage-level Survey Monkey account to help us with outcome and impact evaluation.



10. Evidence Based

Contribute to and apply the evidence base of public health.

Public Health Accreditation

The Public Health Accreditation Board (PHAB) is a nonprofit organization dedicated to improving and protecting the health of the public by advancing the quality performance of state, local, tribal, and territorial health departments. National Public Health Accreditation has been developed from the desire to improve services, value and accountability to stakeholders.



While we are not in a position yet to apply for accreditation, we are using the PHAB standards and measures to guide our work and ensure that we are documenting our work appropriately.

Research

Before starting any new program or activity we review best practices and data (local if possible) to determine program need, development, implementation, and evaluation. Whenever possible, we involve our community in the development of new programming. Some of the resources we use to evaluate best practices are the Center for Disease Control and Prevention, CT Department of Public Health, Department of Mental Health and Addiction Services (DMHAS), National Association of County and City Health Officials (NACCHO), the American Public Health Association (APHA), and the Community Toolbox.

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